

PROPERTY RENTAL BROCHURE



[WELCOME TO MANNERS RESIDENTIAL](#)

[LETTING YOUR PROPERTY](#)

[PROPERTY VALUATION](#)

[LETTINGS REQUIREMENTS](#)

[SAFETY REGULATIONS](#)

[IMPORTANT INFORMATION](#)

[OUR SERVICES AND CHARGES](#)

[SELLING YOUR PROPERTY](#)

[BUY TO LET](#)

[OUR PEOPLE](#)

[WHAT OUR CLIENTS SAY](#)

[CONTACT DETAILS](#)



WELCOME TO MANNERS RESIDENTIAL

We provide Woking and the surrounding area with first class property letting and sales services through our independently owned and managed High Street office.

Our well-established reputation as market leaders in Woking has seen our catchment area and professional services expand to provide landlords, tenants, vendors and buyers with an unrivalled property market experience.

The secret to our continued success.... We listen, we adapt and we provide the solutions to your property requirements.

From initially providing specialist letting and property management services, we have built our business around our clients' needs. To ensure continuity and seamless processes throughout we now offer full and comprehensive sales services to complement our existing portfolio.

Why change an already successful lettings business that has continuously achieved outstanding results for its landlords and tenants?

As our Landlords soon discovered, putting their properties in our hands proved to be a wise business choice and therefore wanted us to help them to expand their investment property portfolios. We then started sourcing properties for landlords. Vendors were so impressed with the service we were providing our clients, they wanted us to find them their next new homes too, and the rest is history.

But don't just take our word for it. Please take a moment to read some of our fantastic reviews and testimonials at our website www.mannersresidential.com

Established in 2000, we not only provide our clients with value for money and enviable results, our services are accredited and verified by the leading redress and industry authorities, to give our customers confidence and peace of mind.

As members of ARLA Propertymark, NAEA Propertymark, The Property Ombudsman and The Dispute Service clients and customers can be assured of professional and ethical sales and letting services throughout.

At Manners, being independent gives us the freedom to put you first. Our friendly and helpful team, led by Managing Director James Manners are always happy to help and answer any of your property questions so why not find out for yourself what a fantastic property letting and sales services is all about.

Call today on [01483 590059](tel:01483590059) or email property@mannersresidential.com and let us get you moving, or meet the team at www.mannersresidential.com



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LETTING YOUR PROPERTY

Landlords, we're here to help you unlock the true potential of your property investment.

As leading rental property specialists in the Woking and the surrounding areas, our local knowledge and UK property industry expertise ensures our landlords and their properties achieve the most comprehensive and cost-effective service available.

Being fully independent, we're not constrained by corporate bureaucracy and have the freedom to adapt and evolve to changing market conditions to make sure your investment is providing you with a continuous and profitable yield.

Manners Residential are lettings and property management specialists and our friendly and approachable team are highly experienced in all aspects of the rental marketplace. We provide first class personal and bespoke services throughout, including helpful tips and advice on how to maximize your property's return.

From first time landlords, venturing into the rental market, to experienced multi-property owners looking to expand their portfolios, our tailor-made services provide both landlords and their property with respect, consideration and professionalism.

As fully validated members of ARLA Propertymark and The Property Ombudsman service, along with our very own ethical practice mandate, we ensure your investment is always in the safest of hands.

We want you and your property to stay under our protective wing so we work extremely hard to find you the right tenants to ensure long and prosperous tenancies. Longer tenancies are more cost effective for all parties and we want to make sure your property provides you with a continuous yield, without all of the stress and anxiety often associated with being a landlord.

Operating with due diligence in securing tenants for your property we carry out full tenant affordability and credit checks. We also keep you up to date with all of your legal requirements and provide legally compliant tenancy contracts, to keep you and your property on the right side of the law.

Our Buy-To-Let experts have everything in their rental property toolbox to help you manage and expand your investment portfolio. With a full range of contract options available, all you need to do is choose how much time you want to spend managing your rental property and tenants, or leave it all to us.

At Manners Residential, we believe in getting it right from day one with accurate rental appraisals, through to end of tenancy check-out services and proactively work to keep your investment working hard for you.

We ensure your property brings you the results you need and the confidence that no other letting agent could work harder for you.

Please request a copy of our Management Agreement & Terms & Conditions for a comprehensive guide to our services, charges and your legal and safety obligations and requirements.



PROPERTY VALUATION

We would be delighted to provide you with a lettings valuation for your property based on our vast local knowledge and activity in the area. Either give us a call on [01483 590059](tel:01483590059) or email property@mannersresidential.com to arrange a suitable day & time.

MARKETING YOUR PROPERTY

Manners Residential are located in a prominent position in central Woking within 150 yards of Woking mainline station and many local businesses. In addition to extensive internet coverage, your property will be displayed in our window, and will be actively marketed by our team of experienced negotiators to corporate sector, major relocation companies, as well as a steady stream of enquiries from privately funded market.

PHOTOGRAPHY

Prospective tenants rank photography as one of the most important visual aids when searching for a home online. Our trained staff have the skills to show a property at its very best. We will ensure your home looks as beautiful in the marketing as it does in real life.

FLOORPLANS

Tenants also like to see the room layout of your home; they like to see where rooms fit in relation to others rooms and also to understand the flow of the property; a floorplan is undoubtedly the best way to gather this information.

OUR WEBSITE

Our responsive website automatically resizes itself to fit the size of screen being used to view it, providing a far superior user experience, in landscape, portrait, on smart phone and tablet as well as desktop PC! It also has full HTTPS security which means visitors can feel totally confident that the forms they complete on our website are totally secure when they register, request a viewing or even a property valuation.

RIGHTMOVE

Rightmove is the UK's largest property portal. We utilise every inch of our access to Rightmove whilst marketing your property and can even look "behind the scenes" to see how your property is performing against the competition.

ZOOPLA PROPERTY GROUP

Zoopla is the UK's most comprehensive property website, launched in 2008, Zoopla has since been one of the fastest growing websites in the UK, now attracting over 40 million visits per month! It also incorporates Primelocation.

LOCAL KNOWLEDGE

As local residents ourselves, and with many decades of experience working within the Woking property industry, our expertise of the local market ensures we know the best sales strategy for your individual property.

TENANT SELECTION

At Manners Residential we believe that tenant selection is the key to a successful and trouble-free tenancy. We accompany every viewing to your property, in order to get to know the prospective tenant and find out the information, which is important for you and us. After the initial interview, your tenant will be asked to complete an application for tenancy, and references will be taken up by a specialist referencing company who will credit score your prospective tenant, check for CCJ's, as well as taking



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up references from employers, banks and current Landlords. If at any time we are not happy with the Tenant's credentials, we will advise you not to proceed with the proposed tenancy.

LOOKING AFTER YOUR PROPERTY

Our in-house Property Management Department are on hand to look after you throughout the duration of the Tenancy (depending on service level chosen), including: organising the inventory, check in and check out of the Tenant, transfer of the utilities into the Tenant's name, compliance checks for gas and electrical installations and appliances, pre-tenancy cleaning, maintenance issues throughout the tenancy, regular property inspections, the return of the tenancy deposit, and post-tenancy cleaning if required.

INSURANCE SERVICES

We act as introducers to The Lettings Hub who offer Landlords and Tenants a full range of specialist insurance products, including Buildings, Contents and Legal Expense insurance, as well as Rent Protection schemes.



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LETTINGS REQUIREMENTS

MORTGAGED PROPERTIES

You will need your lender's consent to let prior to a tenancy commencing. Your mortgage lender may charge you a fee for giving their consent and may require additional clauses to be added to the Tenancy Agreement, which can of course be included but you must provide them to us prior to the start of the tenancy. Conditions cannot be imposed upon a tenant at a later date.

LEASEHOLD PROPERTIES

You will need consent to let from your freeholder, superior landlord or managing agent, prior to a tenancy commencing. There may be a fee payable to grant a licence, which will usually need to be renewed every time the tenancy is renewed. A copy of the head lease together with any schedules should be attached to the Tenancy Agreement; without this you cannot impose any obligations contained in it upon your tenant.

BUILDINGS AND CONTENTS INSURANCE

You will need to notify your buildings and contents insurers that you are letting the Premises; otherwise any future claim during or as a result of the tenancy may be invalidated. You must continue to insure your own contents as listed on the Inventory. The tenant is only responsible for insuring his own belongings. You should also check that your insurance policies include third party liability to protect you if the tenant or a visitor to the Premises sues for personal injury.

ENERGY PERFORMANCE CERTIFICATES (EPC)

Landlords offering properties for rent are required by law to provide prospective tenants with an Energy Performance Certificate (EPC) for their property. The EPC must be provided when any written information is provided to a prospective tenant i.e. when the property is marketed or prior to the first viewing. The certificate is valid for 10 years and will be accompanied by recommendations to improve the energy rating of the building. You will not be able to serve a valid Notice if the tenant has not been previously provided with a copy of the EPC for the Premises.

MINIMUM ENERGY EFFICIENCY STANDARDS (MEES)

Under the new Minimum Energy Efficiency Standards (MEES), from the 1st April 2018, a Landlord must have an EPC rating of E or above to let a property, to new tenants, or renew existing tenancy agreements. In addition, from 1st April 2020 a landlord will be unable to continue to let a property (on an existing tenancy agreement), where the EPC is an F or a G. Landlords of F or G rated properties will be expected to install all energy efficient improvements, required to reach an E rating.

TAX ON RENTAL INCOME

Tax is payable on any profit derived from rental income. If you are a resident in the UK you will need to inform HM Revenue and Customs ('HMRC') of any rental income you receive by completing an Income Tax Return. However, many expenses can be offset against the rent received. For further information please contact your tax advisor or HMRC who can be accessed on the website at www.hmrc.gov.uk.

HMRC has special rules regarding the collection of tax on rental income if you are a landlord who is resident overseas for more than six months in the tax year, or you subsequently move abroad. If you fall into this category you will need to obtain a tax approval number from HMRC. The relevant form and guidance notes can be downloaded from the above website by inserting "non-resident landlord" in the quick search. Until HMRC gives that approval number to us, we are legally obliged to deduct tax from your rental income at the prevailing basic rate of tax, which is currently 20%, and forward the money to HMRC on a quarterly basis. You can off-set this amount against your final tax liability when you submit your annual Income Tax Return.



GAS SAFETY

Under the Gas Safety (Installation and Use) Regulations 1998, landlords must ensure that all gas appliances, pipe-work, fittings and installations in any let or part let property are safety checked at regular intervals of not more than 12 months by a Gas Safe Registered engineer. A copy of the GSC must be given to the tenant at the commencement of the tenancy and within 28 days of it being renewed each year. Landlords can be convicted and fined up to £5,000 or six months in prison for non-compliance.

SMOKE ALARMS

From 1st October 2015 landlords have a legal obligation to fix smoke alarms on each storey of all rental properties. The alarms must be tested and a record kept of the testing on the start date of all new tenancies. We can arrange for smoke alarms to be fitted (if required) and for them to be tested at your expense. Maintenance of the alarms will remain your responsibility during a tenancy.

CARBON MONOXIDE ALARMS

From 01 October 2015, landlords have a legal obligation to install a carbon monoxide detector in all rooms of rental properties that hold a solid fuel burning appliance. The detectors must be tested and a record kept of the testing on the start date of all new tenancies. We can arrange for carbon monoxide detectors to be fitted (if required) and for them to be tested at your expense. Maintenance of the detectors will remain your responsibility during a tenancy. Although it is not currently a legal requirement to install detectors in rooms holding gas appliances, we strongly recommend that landlords do so in order to ensure the safety of such appliances.

FURNITURE SAFETY

Landlords must ensure that all upholstered furniture supplied in the course of letting a property complies with the Furniture and Furnishings (Safety) (Amendment) Regulations 1993. Fire resistant standards must be met by all upholstered furniture which includes three-piece suites; mattresses, the upholstered bases of beds; padded headboards; sofa-beds; furniture with loose or fitted covers; children's furniture; cots and other items used by a baby or small child; cushions; high-chairs; pillows; and garden furniture which may be used indoors. All of these must be match resistant, cigarette resistant and carry a permanent label. It is prudent to note the labels on the Inventory in case they are later removed.

ELECTRICAL SAFETY

Under the Electrical Equipment (Safety) Regulations 1994 all electrical appliances in tenanted properties must be safe. Unlike the gas safety regulations there is no statutory annual testing requirement; however, a periodic visual inspection is needed to ensure that all electrical appliances, fittings and leads appear completely safe and undamaged. A qualified electrician should deal with any faults that are discovered. Electrical appliances will not be safe if no written instructions are supplied for their use. Such appliances must be removed from the Premises prior to the start of the tenancy.

LEGIONNAIRE'S DISEASE

In order to comply with the Health and Safety Executive's Code of Practice, you are advised to carry out a risk assessment at property prior to letting it, especially if there are swimming pools, open water tanks or cooling systems.



IMPORTANT INFORMATION

UTILITIES, SERVICES, RATES AND COUNCIL TAX

Although tenancies can vary, the general rule of thumb is that the tenant is liable for gas, electricity, telephone, council tax, and rated or metered water supply for the duration of the tenancy. The Landlord remains liable for any maintenance charges, service charges, and ground rents, and remains liable to pay any outstanding charges (including council tax) up to and including the date upon which the tenant occupies the premises and for any void periods between tenancies.

THE TENANCY AGREEMENT

Every tenancy agreement can be negotiated to suit the particular requirements of both the landlord and the tenant. However, you will need to take into account the Unfair Terms in Consumer Contract Regulations 1999 and guidelines prepared by the Office of Fair Trading. These state that any clause in a contract, which is unfair to the tenant, could be void and therefore unenforceable. The different types of tenancy agreement we use fall into the following categories.

ASSURED SHORTHOLD

The tenancy will be an assured shorthold tenancy as long as the applicant is an individual and the rent is £100,000 or less per year. There is no longer a minimum period for such lettings, although the tenant has 6 months' security of tenure if they desire provided there is no breach of the Tenancy Agreement. If the tenant fails to surrender possession of the Premises back to you at the expiry of the agreed term (and in accordance with your Section 21 Notice) you will need a possession order from the county court.

COMMON LAW

If the net rent payable is more than £100,000 per year or at a proportionate level for a shorter tenancy, the Tenancy Agreement will fall outside of the Housing Act 1988 (as amended), a Common Law Agreement would apply. Although this is not governed by the Housing Act 1988 it is nevertheless subject to other statutory regulation (e.g. Protection from Eviction Act 1977), which means a possession order from the County Court must be issued before a tenant can be evicted.

"COMPANY LETS"

If the tenant is a company, the Tenancy Agreement will again fall outside of the Housing Act 1988 (as amended) and a Company Let Agreement would apply. This is a type of Common Law Agreement.

GENERAL

Tenancy agreements can be for a fixed duration, run from month to month (i.e. a periodic tenancy), or be a combination of the two. A fixed term contract will give you more certainty, whilst the periodic tenancy will give you more flexibility.

THE INVENTORY

The importance of the inventory should never be underestimated; it is a document that lists the contents and condition of the Premises including doors, walls, ceilings, fittings, furnishings etc. It is essential for the proper management of your property and tenancy, whether it is let furnished or unfurnished, to reduce the risk of a dispute arising in respect of the tenancy deposit. If you do not have a comprehensive Inventory or a check of it at the start and the end of the tenancy you will have no proof of the original condition of the Premises and may not get any compensation from the tenant's tenancy deposit at the end of the tenancy.



RENT COLLECTION

Rent is payable by the tenant in advance and on a monthly basis, usually by standing order to our client bank account. We then pay the monies into your designated bank account after deducting our commission and any expenses that may have occurred during that rental period. Rent normally becomes due each month on the day the tenancy started. i.e. If the tenancy started on the 10th January, the rent becomes due on the 10th of each month thereafter.

TENANCY DEPOSIT

A Tenancy Deposit, is taken in cleared funds from your tenant prior to the tenant taking occupation. For rent under £50,000 per year it's five weeks' rent and for rent of £50,000 or over per year it's six weeks' rent.

This is held against damages or defaults on the part of the tenant during the tenancy.

The tenancy deposit is held by Manners Residential on a stakeholder basis and in the case of an Assured Shorthold Tenancy held under the terms of The Dispute Service Ltd and subject to the legislation laid down in the Housing Act 2004.

ONGOING MAINTENANCE

Landlords are responsible for repairs to the property and equipment which result from fair wear and tear or maintenance requirements. The Landlord is also responsible for the upkeep and decoration of the exterior of the property, although in the case of leasehold properties this is usually arranged by the managing agent and is paid for via the service charge.

In accordance with Sections 11 to 16 of the Landlord and Tenant Act 1985 landlords must:

- Keep the structure (including drains, gutters and down pipes) and the exterior of the premises in good order and repair.
- Keep the appliances for supply of gas, electricity and water in good repair.
- Keep the appliances for supply of space heating and water heating in good repair.
- Keep the sanitary appliances in good repair and carry out all repairs within a reasonable time of being notified.

In addition, The Homes (Fitness for Human Habitation) Act 2018 entitles a tenant to take legal action against a landlord if the property is not deemed by the tenant to be fit for human habitation at the outset and during a tenancy. The Housing Health & Safety Rating System may be used to assess a property's fitness for human habitation. The intention of this rating system is to ensure that landlords maintain their properties in a safe manner, and ensure that they are free from any hazards which may affect the tenant's health and or safety.



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OUR SERVICES & CHARGES

Manners Residential offer the full range of lettings and property management services, and our personal approach means we can tailor our service to suit your individual needs. The commission and other expenses and costs as stated in this Agreement will be deducted from the rent before the balance is forwarded to you.

Tenant Finding and Rent Collection Service – “TFRC”

Our commission is calculated at **10% +VAT** of the monthly rental income. The service includes the following services:

- Initial consultation, including advice on the current market rent achievable, preparing the Premises for the market and advice on the current safety regulations
- Advertising and marketing
- Accompanied viewings
- Instructing a referencing agency to reference the applicant and carry out right to rent checks on each tenant at the outset of the tenancy. (See notes at the end of this section.)
- Negotiating the terms of the tenancy agreement;
- Provide a template tenancy agreement subject to your payment of our costs of doing so, as set out in the Additional Services section of this Agreement.
- Collection of tenancy deposit (See notes on deposits below) and rent payments on an ongoing basis;
- We will use our best efforts to arrange for a standing order to be set up so that the Tenant can send future rent payments to us. Payments received will be sent to you within 10 working days after receipt of cleared funds, less our agreed fees and expenses into your nominated bank account. We cannot be held responsible if the tenant fails to pay any sum due or if we are required to repay any overpaid state provided benefits. By signing our Management Agreement, you agree to compensate us within 7 days of a statement of account from us for payment of any such amounts. It will then be your responsibility to recover these from the tenant.
- Advice on inventory preparation, check-in and check-out procedures. We recommend that a professional inventory is prepared at the start of the tenancy. – This can be arranged on your behalf at an additional cost, as set out in the Additional Services section of this Agreement;
- Informing the utility companies and council of the change of occupancy and requesting that the names on the accounts are transferred to the tenant. Please note that we can only do this if we are given details of the service providers and meter readings and the companies concerned will take the details from us;

Providing the tenant with your contact details once a tenancy begins in order for them to report all maintenance issues to you. Dealing with these reports will be your responsibility.

Managed Service – “MS”

Our commission is calculated at **13% +VAT** of the monthly rental income and in addition to the services listed above, our **Managed Service** also includes:

- Dealing with all tenant enquiries, including emergency out of hour’s calls. Under normal circumstances your tenant will have no direct contact with you. (Only emergencies will be dealt with outside normal working hours.)
- Arranging for our approved contractors to carry out day to day repairs and maintenance of gas, electrical and plumbing systems as well as minor internal and external repairs and refurbishments once the need for such work has been reported to us, up to £1500 per repair. For all works to be carried to a value of in excess of £1500, you will be liable to pay us a supervision fee of 15% plus VAT as detailed in the Additional Services section of this Agreement.



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Managed Plus Service – “MPS”

Our commission is calculated at **15% +VAT** of the monthly rental income and in addition to the services listed for TFRC & MS, our **Managed Plus Service** also includes:

- Property visits approximately four times each year provided the tenant grants us access. The visit will be of limited nature noting repairs that we are informed of or are clearly visible.
- Arranging larger repairs and refurbishments i.e. refitting bathrooms, kitchens, supply of domestic appliances, redecoration, re-carpeting, major gardening/landscape contracts etc. subject to our 15% plus VAT supervision charge as set out in the Additional Services section of this Agreement.
- Arranging regular gardening contracts.
- Payment of regular bills i.e. Service charges, maintenance contracts, ground rents, and insurances.

N.B The cost of Tenant Referencing and Right to Rent checks are included within the quoted % rates for our respective service levels. A **2%+VAT discount** on the quoted rates, may be obtained upon payment of a one-off charge of **£330 incl VAT** at the outset of a new tenancy.

Additional Services

Subject to your payment of an additional charge as set out, we can arrange the following on your behalf:

- Prepare and provide a standard Tenancy Agreement for your use: **£150.00 incl VAT**
- Reviewing and familiarising ourselves with a Tenancy Agreement provided by you: **£150.00 incl VAT**
- Making changes to your Tenancy Agreement if required: **£36.00 incl VAT**
- Arranging for an Inventory and Schedule of Condition to be completed by an independent inventory clerk: **£48.00 incl VAT** in addition to the cost of the inventory clerk
- Arranging for an Energy Performance Certificate to be prepared: **£24.00 incl VAT** in addition to the cost of the surveyor
- Arranging gas or electrical safety checks on your behalf if we are instructed on a TFO & TFRC basis: **£30.00 incl VAT** per check in addition to the cost of the contractor
- Arranging smoke alarm and CO detector checks & Legionnaires risk assessment on a MS basis **£18 incl VAT** and **£48 incl vat** on a TFRC basis in addition to the cost of the contractor.
- Writing to obtain consent to let: **£60 incl VAT for each consent required**
- Supervisory fee for all work to be completed at the Premises costing in excess of £1500: **15% of the final invoice price in excess of £1500**
- Additional visits to the Premises: **£90.00 incl VAT per visit**
- Preparing a quarterly return for overseas landlords without exemption certificates and forwarding tax payment to HMRC: **£60.00 incl VAT per quarter.**
- Meeting contractors at the Premises: **£78.00 incl VAT per visit (excludes MS & MPS)**
- Caretaking Service when property empty: **£90.00 incl VAT per visit made** payable monthly in advance
- Preparing extension documents: **£120.00 incl VAT**
- Providing duplicate paper statements of account: **£12.00 incl VAT per statement**
- Tenancy Deposit scheme registration: **£24.00 incl VAT annually**
- Preparation of documents in the form of photocopies or other relevant publishing material for a dispute through adjudication (TDS) or the county court - **£210 incl VAT (excludes MS & MPS)**
- Attendance at court as a witness - **£500 incl VAT**



SELLING YOUR PROPERTY

Manners Residential provide a full and comprehensive property sales service across Woking and the surrounding areas, providing vendors with exceptional customer service and professionalism.

Initially specialising in the lettings market, we seamlessly integrated property sales into our estate agency services, to bring vendors the same level of care and professionalism that our landlords have become accustomed to.

The Woking property market is complex and diverse, attracting buyers from across the UK as well as being a favourite commuter hotspot for the capital. With such a wide range of properties and potential buyers, in-depth local market and national industry knowledge is crucial to ensuring vendors achieve the most beneficial sales outcome.

As local residents ourselves, and with many decades of experience working within the Woking property industry, our expertise of the local market ensures we know the best sales strategy for your individual property.

Every vendor and home are different so we treat each one with a tailor-made service to fit their needs. We work closely with homeowners to help them maximise their property's potential to encourage quality buyers.

Accurate market appraisals are essential, and we provide our vendors with the most current and achievable asking price. We don't lure in listings with promises of unachievable prices. We want to make sure every viewing is worthwhile, and your property sells at the very best market value.

As experts in Buy-to-Let, our vendors also have instant access to our extensive portfolio of property investors, many of whom are happy to purchase with tenants in situ. Owners looking for a faster, no chain sale, or those with properties in need of renovation can also benefit from this exclusive sales opportunity.

From initial contact and market appraisal, right through to handing over the keys to your buyer, we promise a friendly, professional and ethical service throughout our contact with you. We make sure you are never left in the dark, and keep you fully informed and up-to-date with all aspects of the sales process, and are always happy to answer any of your questions.

We are members of NAEA Propertymark which means we meet higher industry standards than the law demands. Our experts undertake regular training to ensure they are up to date with best practice and complex legislative changes so they can offer you the best advice.

With continuous investment in staff training, we believe that high standards of customer care are mandatory, and ensure our best practice policy delivers a level of service we can be proud of.

For your free no obligation market appraisal, call us today on [01483 590059](tel:01483590059), email property@mannersresidential.com or meet the team at www.mannersresidential.com. We'd love to help you get moving.

Please request a copy of our Estate Agency Agreement for our charges and terms & conditions.



BUY TO LET

An increase in demand for rental properties has seen buy-to-let investment develop into a boom industry and competition for suitable properties is high. From first time investors to experienced landlords, we've been successfully bringing together investors, properties and tenants since 2000, in a stress-free and simple process.

We not only source new potential buy-to-let properties, we also provide landlords with the opportunity to invest in yield producing tenanted homes. We understand that an empty property is not earning you an income so investment buyers benefit from access to our full waiting list of tenants looking to rent, and landlords looking to release their investments with tenants in situ.

With our in-depth understanding of the Woking rental market, we offer sound advice on choosing an appropriate property to fit your investment goals and strive to ensure your property will produce the best possible return at all times. Reducing the risk of rent voids by selecting the right property is crucial in helping you achieve a continuous income from your property.

Our comprehensive and bespoke buy-to-let service offers investment landlords proven results, from identifying potential properties to purchase, to sourcing suitable tenants and fully managing your portfolio if required. We smooth out the bumps in the buy-to-let process and offer landlords well informed, unbiased and ethical advice throughout.

Whether wishing to expand an existing portfolio or thinking of investing in your first buy-to-let property, contact our team for a confidential chat and let us help you start seeing your money grow.

Please call [01483 590059](tel:01483590059) or email property@mannersresidential.com or meet the team at www.mannersresidential.com



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OUR PEOPLE

We have a team of experienced and approachable professionals dedicated to your property and your move.

James Manners MNAEA & MARLA – Director

James started his career in estate agency in 1986, and has been selling, letting and managing residential properties ever since.

After gaining valuable years of experience managing branches for both corporate and independent estate agencies in the local area, he founded Manners Residential in 2000. He is very much involved in the day to day running of the company, and is always on hand to offer customers his expertise and advice.

James is a member of both ARLA Propertymark & NAEA Propertymark which means he meets higher industry standards than the law demands. He undertakes regular training to ensure he is up to date with best practice and complex legislative changes so he can offer you the best advice.

Nick Griffiths MARLA – Director of Sales & Lettings

Having been in the property industry since 1995, Nick has a wealth of estate agency experience, as well as a fantastic knowledge of the Woking and surrounding areas.

His expertise, tenacity, and forward thinking attitude has proven time and time again to be extremely valuable to his clients.

Being a member of ARLA Propertymark means Nick meets higher industry standards than the law demands. He undertakes regular training to ensure he is up to date with best practice and complex legislative changes so he can offer you the best advice.

Danielle Clark MARLA – Property Negotiator

Danielle is a smart and hardworking individual who thrives on providing professional and helpful property advice to our clients. She has an infectious and bubbly personality which puts everyone at ease when they deal with her.

With a solid background in estate agency she has made the transition into residential lettings with ease and is competently dealing with Lettings Enquiries, Sales Enquiries and Tenancy Renewals.

Mark Davison – Property Negotiator

Having already enjoyed a successful career in the retail and hospitality industries, Mark has now entered into the property industry. He has joined us as a Property Negotiator and is really enjoying his new role working in a thriving and busy property environment.

Mark is relishing the challenges and responsibilities involved with residential lettings and estate agency. With his excellent communication skills and patience Mark is providing tenants and landlords with a superb service.

Susan Allardyce – Lettings Co-ordinator

Susan's duties include tenant referencing, drawing up tenancy agreements, arranging viewings and assisting landlords and tenants through the lettings process.



Nicky Manners – Head of Property Management

Nicky is a highly experienced property manager with a passion for property who has worked in the industry since 1985.

After taking a short career break to bring up her two young children, Nicky joined Manners Residential in 2005 and soon became head of the property management team.

She adopts a friendly, practical and flexible approach to a sometimes very difficult job, and her skills and advice have proved invaluable to many of Woking's landlords and tenants.

Sarah Shaw – Property Manager

Having worked within the property industry for some time Sarah has without doubt the experience to deal with managing our client's properties. She is an organised and enthusiastic individual who demonstrates great listening skills. She has the ability to understand our clients' needs and translate them to the desired outcome.

Sarah deals with maintenance issues, property safety compliance and tenancy inspections.

Sally Pickford – Property Manager

With customer service experience in abundance, Sally is a major link in our property management chain.

Liaising closely with, landlords, tenants and contractors, Sally is on hand to manage maintenance issues, organise safety checks and arrange for our property managers to carry out midterm tenancy inspections.

Dawn Cook – Accounts

Dawn is in charge of rent collection and rental payments, and her organised approach to her role and friendly manner provides our landlords with an exceptionally high level of customer service and most importantly a monthly statement confirming the rent has been paid!

Having joined Manners Residential in 2001, Dawn is our longest serving member of staff.

Erica Hodge – Lettings Administrator

Erica has worked in a property environment for many years, and joined Manners Residential as a Lettings Administrator.

With an eye for detail and a calm disposition, Erica has the ability to work at pace, and efficiently deals with the preparation of tenancy documents and associated administration for the lettings team. A very handy skillset in the fast-moving world of lettings.



WHAT OUR CLIENTS SAY

At Manners Residential we pride ourselves on providing excellent customer care along with good, honest, no nonsense advice. Here are a selection reviews from recent customers. To catch up on our latest reviews, please visit www.mannersresidential.com

"Manners have looked after my flat for around 10 years now and I have never had a single reason to be dissatisfied with their service. In fact, they have been constantly professional, helpful, proactive and a pleasure to work with. They have always explained procedures to me with patience and care and carried out their functions honestly and promptly. They are a valued part of my life and I owe them much. Thanks Manners ... I recommend you all the time!"

AM – Woking

"Manners Residential is a local company that provides a professional, efficient and personal service. Before becoming a landlady, my husband and I were tenants of Manners for 18 months. We were looked after very well as tenants, so I had no hesitation in asking Manners to look after my 5 properties when I moved into the Buy-to-Let market. I highly recommend Manners."

SF – Woking

"Thanks to the first-class service from Manners Residential we lived worry free in the USA for 11 years while they managed our Woking property. Maintenance issues were always addressed promptly and they carried out regular inspections of our property. We always felt they fairly represented the tenants. Would highly recommend."

EW – Woking

"My husband and I transferred our properties to Manners Residential several years ago, as we were dissatisfied with our previous letting agents. We never regretted this decision; all the team at Manners have dealt with matters efficiently, professionally, and courteously, and over the years we rarely had a significant void. I would like to add that, after the sad death of my husband nearly three years ago, James and Nicky have made every effort to help me overcome several major problems, which I greatly appreciated. I have already recommended Manners to friends who are now their clients, and I shall continue to recommend them without hesitation."

JW – Woking

"From my first meeting with the Manners Representative, I felt confident that the company would take good care of my interests. They recommended excellent contractors to assist with updating the property and I always felt that I had the support of a professional team. When the time came for the property to be marketed, they were honest and realistic in their expectation of the level of rent that could be achieved, and a suitable tenant was found very quickly. The support from all the office staff was friendly as well as highly efficient. I would not hesitate to recommend Manners Residential"

SHR - Woking



Start your stress-free
property journey today >

CONTACT DETAILS

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Property Management – 01483 590060

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Email - property@mannersresidential.com



“Now relax and let us look after your property”



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